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RECOMMENDATIONS FROM THE AIAG MEETING – MARCH 2010

1. States and operators and air navigation service providers (ANSPs) should take necessary measures to ensure necessary training, particularly in the field of Human Factors (particularly CRM/Team Resource Management type of training) in order to improve awareness and appropriate response to potential incidents;

2. ANSPs providers are urged to monitor fatigue among air traffic controllers (ATC) operational personnel and carry out necessary training to improve proficiency;

3. The safety management concept of "Just culture" should be promoted, in order to move away from the environment of authorities "seriously reprimanding ATCs" which was evident in many investigation reports;

4. VHF/HF communications need to be enhanced in order to enable positive Air Traffic Control. Controller-pilot data link communications (CPDLC) for en-route operations in accordance with the Regional Air Navigation Plan (ICAO Doc 7474) should also be implemented;

5. Airspace re-organization including appropriate classification of airways and re-sectorization should be undertaken where required;

6. Authorities should take necessary measures including training to ensure the ATC procedures are clarified to ATC personnel;

7. States be urged to ensure the implementation of positive Control by ATC where appropriate; and

8. Encourage the use of In-Flight Broadcast Procedure (IFBP) in airspace of its applicability.